## Process Management Team

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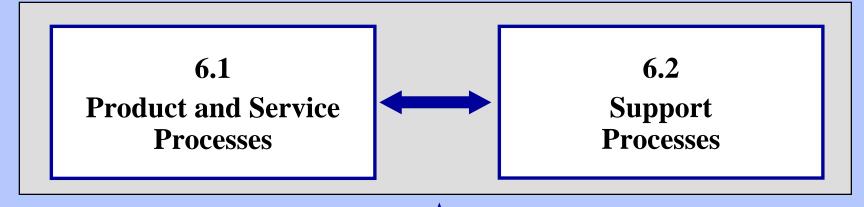
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## Process Management



- Design Processes
- Production/Delivery Processes
- Evaluation and Improvement

- **Key Support Processes**
- Key Requirements and Measures
- Evaluation and Improvement

6.3
Supplier and
Partnering
Processes

- Key Products/Services
- Requirements and Measures
- Evaluation and Improvements

## Process Management Strengths

- Providing a broad variety of means to obtain customer input on products, processes, and service changes and design
- Using a multitude of in-process measures for cycle-time, productivity and quality performance, including broad business goals and specific in-process leading indicator measures

## Process Management Opportunities for Improvement

- Developing a coordinated PTO effort to retain employees so that PTO is able to provide high quality products and services
- Deploying a systematic approach to the continuous improvement of key processes throughout PTO, including the extensive use of benchmarking and comparative analysis